

ASSISTED LIVING FACILITY CHECKLIST ☒



The Facility

- ☐ Does the home provide the level of care required?
- ☐ Is the atmosphere warm, pleasant and cheerful?
- ☐ Are staff members cheerful, courteous and enthusiastic?
- ☐ Do staff members show genuine interest in the residents?
- ☐ Do residents look well cared for and generally content?
- ☐ Do residents, other visitors, and volunteers speak favorably about the facility?
- ☐ Are state and county licenses posted?



Physical Considerations

- ☐ Is the facility clean and orderly?
- ☐ Is the facility free of unpleasant odors?
- ☐ Are toilet and bathing facilities easy for disabled residents to use?
- ☐ Is the facility well lighted?
- ☐ Are rooms well ventilated and kept at a comfortable temperature?



Safety

- ☐ Are wheelchair ramps provided where necessary?
- ☐ Is the facility free of obvious hazards?
- ☐ Are there grab bars in toilet and bathing facilities?
- ☐ Do bathtubs and showers have nonslip surfaces?
- ☐ Is there an emergency/disaster plan?
- ☐ Are there portable fire extinguishers?



Health

- ☐ How are physical, speech and occupational therapy obtained, if needed?
- ☐ Is there a secured place set aside for storing and preparing medications?
- ☐ Is the resident's health monitored by a registered nurse (RN)?
- ☐ Are safeguards in place to ensure that the resident receives the correct medication, on time and in the correct dosage?
- ☐ Are call buttons located at each resident's



Food Services

- bed and in toilet and bathing areas?
- ☐ Is the kitchen clean?
- ☐ Is food needing refrigeration not left standing out on counters?
- ☐ Are at least three nutritious meals served each day? Are substitutions offered at each meal?
- ☐ Are meals served at normal hours with plenty of time for leisurely eating?

- ☐ Are nutritious, between-meal and bedtime snacks available?
- ☐ Are residents given enough food?
- ☐ Does the food look appetizing?
- ☐ Is the food tasty and served at the proper temperature?
- ☐ Does the meal being served match the posted menu?
- ☐ Are special meals prepared for residents on therapeutic diets?
- ☐ Do residents who need it, get help in eating whether in the dining room or in their own room?
- ☐ Is fresh drinking water easily available?



Social Services and Patient Activities

- ☐ Does the facility offer recreational, cultural and intellectual activities?
- ☐ Are activities offered for residents who are relatively inactive or confined to their rooms?
- ☐ Are daytime and evening activities available each day?
- ☐ What are the visiting hours?
- ☐ Do residents have an opportunity to attend religious services and talk with members of the clergy both in and outside the facility?
- ☐ Is a telephone available for the resident's use?



This information is available in an alternative format by calling:
240-777-3910 (Voice);
(240) 777-1236 TTY
(240) 777-1436 Fax



Consumer Guide to Assisted Living in Montgomery County



Montgomery County
Douglas M. Duncan, County Executive
Department of Health and Human Services
Aging and Disability Services
Department of Housing and
Community Affairs
(240)-777-3910
www.montgomerycountymd.gov

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WHAT IS ASSISTED LIVING?

Assisted living provides housing and support for activities of daily living, such as assistance with eating, dressing, grooming, walking, getting in and out of bed, bathing, toileting or taking prescribed medications.

There is no standard model or blueprint for assisted living. Facility design, levels of care provided and the kind of services offered varies widely. In Montgomery County assisted living can be offered in large high-rise like facilities of 17-200+ residents and small home-like facilities for 1-16 residents.

WHAT IS MEANT BY LEVELS OF CARE?

In Montgomery County an assisted living facility must be licensed and follow both state and county regulations. Up to three levels of care can be provided; a facility licensed to provide level three care is also approved to provide levels one and two.

Level 1: Low Level of Care

The resident needs occasional assistance with health and behavioral problems such as a reminder to take medications, help with dressing, etc.

Level 2: Moderate Level of Care

The resident needs support such as for the administration of medications, simple treatments, health monitoring and activities of daily living.

Level 3: High or Comprehensive Level of Care

The resident frequently needs comprehensive support in most activities of daily living. Staff may administer and monitor the effects of complex medications and treatments and have the capacity to supervise and manage behavior problems arising from dementia.

WHAT ARE THE STEPS TO TAKE WHEN SELECTING AN ASSISTED LIVING FACILITY?

Obtain a list of the Montgomery County assisted living facilities by calling:

240-777-3000

Check on the status of the facility's license, recent inspection reports, and complaint record.

For State licensed facilities of 1-16 residents call:

Assisted Living Program

240-777-1126

For County licensed facilities of 3 or more residents call:

Licensure and Regulatory Services

240-777-3986

Call a number of facilities.

Ask about the number of residents and levels of care the facility is licensed to provide. Request brochures, a list of services offered and prices for care levels 1, 2 and 3, a copy of the contract and copies of all documents that need to be signed upon admission.

If a facility will not mail a contract in advance, request one at your visit.

Select three facilities to visit. Ideally, make more than one visit to each facility. Make an appointment with the staff member who will determine the level of care that will be needed. An unscheduled visit on a weekend or in the evening can be helpful. When visiting, keep in mind the prospective resident's preferences and needs.

For general information about assisted living facilities call:

The Ombudsman for Assisted Living

240-777-3910

SIGNING THE CONTRACT

The contract is the only legal document that states the services to be provided and arrangements that you and the facility have agreed upon. Do not rely on conversations, promises and information in brochures as to the services the resident will receive. Read the contract very carefully. Make certain you understand all the terms and conditions. It is possible to negotiate additional terms and conditions in the contract. Do not hesitate to ask for written clarification of anything you do not understand or that is not specifically included in the contract. Make sure you receive and retain a copy of everything you sign.

INFORMATION TO LOOK FOR IN A CONTRACT

Services. The contract should specify what services are covered by the monthly

fee and what services/supplies require additional payment. For example, is there an extra charge for transportation to the doctor? Be certain that the specific services needed by the resident and the associated costs are written into the contract.

Cost, Fees and Payments. Fees may be based on levels of care and/or services offered. Is payment expected monthly, weekly? Are deposits required and under what conditions are they refundable? How are rate increases handled i.e., under what conditions will rates be increased and how much notice will be given before the increase? How are late payments handled? What is the policy for hospitalizations, vacations, or time that the resident is not in the facility?

Transfer and Discharge Policies. The need for nursing home care is the most common cause for discharge from an assisted living facility. Identify who makes the decision that the resident can no longer stay in the facility. Does the contract provide the conditions under which this decision is made? How much notice is provided? Are there penalties if the resident terminates the contract?

DISPUTES

Check whether a copy of the Residents' Rights is posted. Ask to see the formal complaint procedures. Problems with an assisted living facility, may be discussed with Montgomery County's

Ombudsman for Assisted Living

240-777-3910